

WaterWatch

Customer Service Division: 703-248-5071

Web: www.fallschurchva.gov

E-Mail: water@fallschurchva.gov

SPECIAL EDITION — JULY 2005

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Important Information Regarding the City's Recent Water Rate Increase

This year, during City Council's review of the proposed FY 2006 Budget, the City Manager asked City Council to adjust the City's water rates in order to support the operating and capital costs of the water system through 2008. On June 13, 2005, City Council approved a water rate increase for FY2006 that is seven percent above the rate schedule established in 2003.

This seven percent increase will enable the City to:

- Pay for the increases in the costs incurred to purchase wholesale water from the Washington Aqueduct;
- Pay for the increases in costs incurred to purchase water from the Fairfax Water while the site plan approval for the new Scott's Run pumping station is still pending;
- The capital improvements needed for the Washington Aqueduct to meet mandated Environmental Protection Agency requirements for water quality and to eliminate discharge from entering into the Potomac River; and
- Security enhancements needed for the water system.

These costs are in addition to the planned costs of capital improvement investments in the renewal and replacement of water utility assets that include distribution lines, water storage tanks, pump station upgrades, interconnections with other suppliers, and the general requirements to recover the cost of owning and operating a municipal water system. The current water rate would not provide the City with enough revenue to support all of these needed operating and capital costs through 2008.

Therefore, beginning Friday, July 1, 2005, with the new fiscal year, the new water rate commodity charges will be as follows:

Water Commodity Charges (per 1,000 gallons)

Fiscal Year	Rate
2005-06	\$3.03
2006-07	3.27
2007-08	3.54
2008-09	3.83

(continued on reverse)

2005 Annual Water Quality Report Now Available

The City recently mailed its *2005 Annual Water Quality Report* that details where the City's water comes from, what it contains, and other important information about drinking water. If you do not receive a copy in the mail, the report will be posted on the City's website at: www.fallschurchva.gov/government/adminservices/customerservice/index.html. You also may request a copy by calling (703) 248-5070.

Automatic Debit for Utility Bills

Do to some unforeseen problems with the bank; our Auto Debit Payment Option is still in testing mode. We apologize for the inconvenience to you and thank you for your patience as we work through the testing stage. We are pleased with the large response to this new option and are hopeful that we will go-live with this new option in July.



Utility Billing Customer Service

300 Park Avenue, East Wing, Suite 100

Falls Church, VA 22046

Office Hours: Monday - Friday 8:00am - 5:00pm

Representatives are available from 8:00am - 5:00pm Monday - Friday.

Main number: 703-248-5071

After Hours Emergencies:

Chain Bridge Pumping Station

703-248-5044

703-248-5214 fax

Bill Payments

(Please do not include correspondence)

City of Falls Church

P.O. Box 37027

Baltimore, MD 21297-3027

On the Web

www.fallschurchva.gov

E-Mail: water@fallschurchva.gov

Peak Use Charges

Additional peak use charges per thousand gallons for all customers using in excess of 6,000 gallons above their average winter quarter consumption during the months of May–September.

Water Rate Peak Use Charges (per 1,000 gallons)

Fiscal Year	Rate
2005-06	\$4.62
2006-07	5.00
2007-08	5.40
2008-09	5.84

For more information, please contact our Customer Service Division at 703-248-5071 or visit the City's Web site at www.fallschurchva.gov.

Meter Change-Out Program

Vanguard Utility Services will begin our AMR Meter Replacement Project in early July. As mentioned in the last issue of *WATERWATCH*, the process of changing your meter will only take about 10 minutes. The contractor's employees will be in their company's uniform complete with ID badges and the vehicles will be clearly marked.

It is imperative that you keep your meter top clearly visible and free from debris, trash, mulch etc during this process.

We thank you for your assistance in helping to make this project as simple as possible.

Pay Your Water Bill with Your Credit Card!

The City is moving into the 21st century! We have recently partnered with SunTrust bank to offer our customers – that's you! – the option of paying with any major credit card. That's right! You can now pay your water bill with your Visa, MasterCard, Discover, or American Express! And, here's the best part – there will be NO additional fees for you!

Currently, you may pay by credit card in person in the Public Utilities Customer Service Division, located in the East Wing, Suite 100 in City Hall, or you may pay by phone by calling 703-248-5071. Office hours are from 8:00 a.m. – 5:00 p.m., Monday through Friday.

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